

<b>DECE</b> Division of Early Care and Education	STATE OF WISCONSIN DEPARTMENT OF CHILDREN AND FAMILIES	
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	<b>Originating Bureau:</b> Child Care Administration	
	<b>Key Words:</b> CWW, Driver Flow, Child Care Request	

### Child Care Driver Flow Enhancement

**To:** Local Child Care Administrative Agencies  
**Subject:** Child Care Driver Flow Enhancement  
**Purpose:** To inform agencies on how to take advantage of a new efficiency in CARES Worker Web (CWW)

**Details:** Since automating the switch to “No” on the Request Child Care page, DECE has received numerous requests to change CWW to reduce the workload associated with this change.

Although we were unable to eliminate the problem, the CWW driver flow has been changed to reduce the number of pages a worker must visit when Child Care (CC) is requested within 30 days after an original request was denied, or within one month of CC closure.

The information below describes the steps a worker must take with the new CWW driver flow.

#### Requesting Child Care after Recent Denial:

1. Child Care was requested and eligibility is denied. The case is open for other assistance programs and the worker is entering a new Child Care request *within 30 days* of original request.
  - Navigate to the CC Request page. At “Requesting this Program/Subprogram of Assistance?”, change the “No” to “Yes” and enter the new filing date. Enter new begin months, if appropriate.
  - Navigate to the page(s) with new information and update the page(s), then press “Enter” to engage the driver flow.
  - The driver flow will take the worker to “Generate Summary”. The worker must generate a new summary with the updated information and follow the signature requirements.
  - The driver flow will take the worker to “Initiate Eligibility”.

2. Child Care was requested and denied, and the case closed because there were no open assistance programs.
  - The worker must reactivate the case from the Case Summary page, then follow the steps in section 1, above.
3. Child Care was requested and denied and the worker is entering a new Child Care request *more than 30 days* after original request.
  - No change. The existing full driver flow will be scheduled.

### **Requesting Child Care after Recent Closure:**

1. Child Care closed because a SMRF was not processed timely (Reason 560 or 561). The SMRF is received and the worker is processing it before the end of the month following the month that the SRMF was due – month 7 in the SMRF timeline. (Worker is entering a CC request within one month of closure for CC or the case. This will occur either late in month 6 or anytime in month 7 of the SMRF timeline.)

If the case has closed for all programs, the worker will need to reactivate the case at the Case Summary page before proceeding.

- Select “Record Six Month Report” from Case Summary page
- Enter received (REC) and complete (CMP) as appropriate and press Enter to engage the driver flow.
- The driver flow will go to Child Care Request. The worker switches the “Requesting this Program/Subprogram of Assistance?” from “No” to “Yes”.
- The regular SMRF driver flow will continue as if the Child Care assistance group had never closed.

2. Child Care closed because a Review was not processed timely (Reason 077), and the worker is entering a new CC request within one month of closure for CC or the case. (If the Review is a 12-month Review, this means entering the new request before the end of month 13. However, since Child Care Reviews move with FoodShare Reviews this may be on some other timetable.)

If the case has closed for all programs, the worker must reactivate the case at the Case Summary page before proceeding.

- Select “Process Renewal” from the Case Summary page and the regular Review Driver flow will be engaged.

3. Child Care was open for a household and closes for reasons other than 077, 560 or 561. Examples are failure to submit verification, or a reported change ends eligibility. *Within one month* of closure, the worker is entering a new request for Child Care. If the case has closed for all programs, the worker must reactivate the case at the Case Summary page before proceeding.

- Select the Child Care Request from the Navigation Menu.

- Change “Requesting this Program/Subprogram of Assistance?” from “No” to “Yes” and consider updating the “Request date” and “Begin Month”.
  - Select the page(s) that need updating from the Navigation Menu and update.
  - Update and press Enter
  - Select “Generate Summary” from the Navigation Menu to generate a new summary with the updated information, then follow the signature requirements.
  - Press Enter to navigate to the “Initiate Eligibility” page.
4. Child Care was open for a household and closes either because Adverse Action or Cut Off (ACT) has passed in month with a SMRF or Review due, or because of a reported change in eligibility. Worker is entering a CC re-request *more than a month* after closure.
- There is no change to the existing driver flow.

### **Special Circumstances**

1. To engage the full driver for a case that has been closed less than one month, or a case with *less than 30 days* since the last Child Care request (for example when a participant moves to a new county) select “Program Request” from the Case Summary page. Then select “Program Request” to engage the full driver flow.
2. If the worker is completing tasks with other assistance programs, other drivers will take over the process. For example, a worker who is processing a request or renewal for Child Care concurrent with a Badger Care renewal will activate the Badger Care driver flow. There is no change to how other existing driver flows work.
3. In rare situations, the system may require the worker to go through two full driver flows. Here is the situation and a workaround:
  - If there are repeated, continuous denials for Child Care, CWW will drive the worker through the full driver flow twice if the worker tries to establish eligibility for an earlier month in the application process. To avoid this, the worker will need to take some steps.
  - Example: Parent requests Child Care on March 25<sup>th</sup> and is denied the same day. Denial confirmed. Parent re-requests on April 20<sup>th</sup> and is denied. Denial confirmed. On May 5<sup>th</sup>, the parent again requests Child Care.
    - When the worker opens the Child Care Request page in CWW on May 5<sup>th</sup>, the page will say that the most recent filing date is April 20<sup>th</sup>. If the April 20<sup>th</sup> filing date is appropriate, the worker should continue with the request driver flow. However, if eligibility is needed for March, the worker will need to do the following to get the system to build eligibility correctly with only one eligibility run:

- At the Child Care Requests page, change “Requesting this Program/Subprogram of Assistance?” from “No” to “Yes” and press “Enter”. The filing date will be the date of the last confirmed denial—in this example, April 20<sup>th</sup>.
  - Select the Child Care Request page from the Navigation Menu to return to the page. Enter the earlier request date (in the example, March 15<sup>th</sup>) and make sure that “Requesting this Program/Subprogram of Assistance?” is set at “Yes”. Press Enter and continue with the driver flow.
  - Change the request date to the original request date (in this example, March 25<sup>th</sup>) and press Enter.
4. Keep in mind that only the Child Care driver flow has changed. In some instances, actions by workers on other assistance groups may cause the shortened driver flow to fail and instead engage the full driver flow.
  5. When a worker needs to generate an application summary and the “Generate Summary” page is protected from changes, click the add (+) icon to generate a new summary.

The screenshot shows the CARES Worker Web interface. At the top, the user is logged in as B STIEFVATER (XCTH72). The page title is 'Generate Summary'. The 'Effective Period' section shows 'Effective Date: 07/31/2012' and 'Worker: B STIEFVATER (XCTH72)'. The 'Summary' section has two options: 'View Summary: E - English' and 'What would you like to do? PS - Print Summary'. A red box highlights a green plus icon in the bottom right corner of the page, indicating where to click to add a new summary.

Contact: If you have questions about this Technical Assistance Memo, please contact the **Child Care Help Desk** at [childcare@wisconsin.gov](mailto:childcare@wisconsin.gov) or 608-264-1657.